KANSAS.GOV

Information Network of Kansas
Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending May 31, 2009

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For the month ending May 2009

Executive Summary

Kansas.gov is staying very busy and productive as the month of May is wrapping up. Some of the high points for this month include:

~Continued planning for the Recovery Fund Tracking Web site. The objectives of the site are to determine what grants are available, how much has been spent against each grant to date, and what accomplishments have been made as a result of the grants. The team is exploring a Microsoft solution through NIC's partnership to possibly enable a system that is already built, allowing the Kansas.gov team to customize it for Kansas, rather than build it from scratch, which would significantly impact portal timelines.

~Participated in the PKI local hosting implementation meetings with Department of Revenue, Secretary of State and VeriSign in order to outline and define new processes. The ITIMG is still working to launch the locally-hosted environment. Developed marketing materials for the upcoming Identity Management Seminar.

~Launched the promotional version of KanSite, the Content Management System, on Friday, May 15th.
- Site is located at: www.kansas.gov/kansite. This site shows how the site can look and the different layouts, and also serves as an informational resource for potential partners.
- Developed a promotional flyer and introduction letter to prospective partner customers.
- State agency and state government association promotional packet went out on Thursday, May 21 = 108
- County and city promotional packet expected to go out by June 6th = 320 cities and 131 county contacts

~Two new employees joined the Kansas.gov team: Sarah Crick, Project Manager (PM), and Jan Waterhouse, Technical Analyst, started in May. James Hebert moved from the Technical Analyst role to that of Business Analyst (BA). The BA role was a result of the INK Board's Portal Efficiency Initiative, and the PM role was budgeted by KIC later in the year, but the position was filled early due to the Portal Efficiency Initiative.

~Five staff members attended the annual NIC Marketing Conference in Phoenix on May 18-22. Marketing and project management ideas were shared.

~Continued discussions regarding the potential data center move to Ashburn, VA (NIC data center).

~Began discussions regarding KIC's support ticketing system and elevation criteria. Kansas.gov team worked internally to refine this process and a meeting is scheduled with key partners from the board (SOS, Dept. of Admin, and KDOR) and Jim Hollingsworth for June 1. This team will craft further sample reports for presentation to the INK Board at the July meeting.

Please contact me if you have any questions at 785.296.5275 or via email at lisa.counts@www.kansas.gov.

Respectfully submitted,

Lisa R. Counts

Lisa R. Counts, General Manager

New Service Requests & Contracts for Approval

Service Requests

No Service Requests were submitted during the month of May.

Contracts for Approval

Kansas State Board of Pharmacy (KSBP)
Kansas State Board of Pharmacy requests INK assistance for providing a service for online professional license renewal and payment portal service. The online professional license renewal and payment portal will allow stakeholders to renew their professional license and pay by electronic payment. This is a contract amendment to accommodate a new fee structure.

New Applications Deployed

Agency	Service	Deployment (Month)
KSBEO	Optometry License Portal	Feb-09
Product	KanSite – The Content Management System	May-09

Applications in Development

Agency	Service	Targeted Deployment (Quarter)
BOC	License apps and renewals	Q2 2009
KIC	Pricing Manager	Q2 2009
SOS	UCC Weekly Batch	Q2 2009
KDOR	Over-the-Counter Payments	Q2 2009
KIC	Kansas Business Center 2008	Q2 2009
KSBEMS	Attendant License Verification	Q2 2009
KSBN	Promotional KANNCheck Subscription	Q3 2009
COTA	Search Suite	Q3 2009
KDOR	Tax Payment Portal	Q3 2009
GOV	Grant Portal Phase 3	Q4 2009
KDA	Lodging License Renewal	Q4 2009
DOA	Recovery.gov	Q4 2009
KIC	Subscriber Home Page	Q4 2009
KDOR	Homestead Refund Claim	Q4 2009
KDA	Restaurant License Renewal	Q1 2010
KIC	Subscriber Self Registration	Q1 2010
KDOR	PVD on Orion	Q2 2010

Project Change Requests

Agency	Service	Deployment (Month)
BSRB	License Renewal: Change Fee Structure	Jan-09
KDHE	HOC CRC Admin Orders Detail Report	Jan-09
SOS	KBC: (AOI, NR, NA) KBC upgrade	Jan-09
KSBEMS	Ambulance LR April 2008 Modifications	Feb-09
KSBHA	License Renewal Feb 09 Cycle Mods	Feb-09
LEG	Website Update dates for new session	Feb-09
SOS	RO/RA: Create image when user doesn't view	Feb-09
KBI	Registered Offender Update FAQ Text	Mar-09
KDHE	HOC CRC Add Subscriber Option	Mar-09
KDHE	HOC CRC Modify DOB Validation	Mar-09
KDOR	WebFile 2008 Tax Year Modifications	Mar-09
KREAB	Apprasier License Renewal 2009 Modifications	Mar-09
KSBN	Nurse LicRen Audit Requirements Change	Mar-09
SOS	Name Change: 2009 Enhancement	Mar-09
KBOP	Change Contact page	Apr-09
KDOR	PVD: Phase 1 Change Content	Apr-09
KREC	Verification: CEU: Error Message change	Apr-09
LEG	Post Audit: Change Database	Apr-09
KREAB	ALR 2009 CEU Modifications	Apr-09
KSBN	Annual Report 2009 Modifications	Apr-09
KSBHA	License Renewal May 2009 Mods	May-09
KDOL	UIPB Add CCD Format	Q2 2009
KDOL	UIPB Modify Failed Payment Processing	Q2 2009
KSBHA	LR HTML Rep Add Exempt Radiologic Tech Question	Q2 2009
KSBHA	LR HTML Report Add Insurance Audit	Q2 2009
KSBHA	LR HTML Report Mods	Q2 2009
BOA	Change Text on Disclosure statement	Q2 2009
BOA	CPA: Allow decimals in CPE field	Q2 2009
BSRB	License Renewal: Add ACH	Q2 2009
KBI	PI License Verification 2008 Modifications	Q2 2009
KBOP	LR: 2009 Enhancement - Functional Changes	Q2 2009
KBOP	LR: 2009 Enhancements - Content changes	Q2 2009
KBOP	Verification: Change Contact page	Q2 2009
KDHE	HOC License Renewal Import Notification	Q2 2009
KDHE	License Renewal Change Address Field Validation	Q2 2009
KDOR	PVD: Data redesign Phase 2	Q2 2009
KDOR	PVD: Phase 1 Change Content	Q2 2009
KSBHA	License Renewal May 2009 Modifications	Q2 2009
OJA	DCRS Instant Access	Q2 2009

SOS	BESS: 2009 Enhancements	Q2 2009
SOS	Business Entity Formation Refactor Code	Q2 2009
SOS	Business Entity NA Refactor Code	Q2 2009
DOA	KanView: Add Salaries	Q3 2009
KSBN	KANN Add Voucher Payment Option	Q3 2009
LEG	Bills: Keyword Search	Q3 2009
SOS	AOI: NA process update	Q3 2009
SOS	AR: 2009 Enhancement	Q3 2009
SOS	CGS/LGS: Redesign/Combine	Q3 2009
SOS	Name Availability: Process update	Q3 2009
SOS	Name Change: Add "Who Can File" Content	Q3 2009
SOS	Name Change: NA process update	Q3 2009
SOS	Name Reservation: NA process update	Q3 2009
KDB	License Renewal: Admin Site Rewrite	Q4 2009
SOS	Name Change: Add "Who Can File" Functional Change	Q1 2010
KBI	Amber Alert: Add Second Victim	Q1 2010

Support Statistics

~The below table summarizes the number of Live Chats, Emails and Cases Reported from May 1 - 25:

Month	Live Chat	Email	Cases Reported
Jan-09	55	157	385
Feb-09	23	416	159
Mar-09	76	570	269
Apr-09	35	562	286
May-09	29	346	330

Site Promotions

~Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on May 11 and May 26th as well as updates on May 4 for the HN1N Flu Virus and May 15th when new Lt. Governor Findley's tile was updated.

~Created a tile on the *My*Kansas home page of Kansas.gov for H1N1 Flu Virus information

~Added a link to the Alert Center in the Right Side Bar for the H1N1 Flu Virus.

~Updated the Lt. Governor's tile on the *My*Kansas home page of Kansas.gov with Lt. Governor Findley's information.

Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from May 1 - 25:

Page	Page Views	Time on Page
Government	59,725	53.15
Services	29,419	61.45
Tiles	19,017	92.65
Business	15,779	56.02
Subscribers	14,482	58.02
Tourism	11,821	66.91
Community	6,237	57.16
Help Center	4,153	67.44
Education	3,875	53.13
Photo Gallery	1,537	111.98

Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from May 1 - 25:

Zone	Feature	Page Views
Primary	Legislative Resources	216
Primary	District Court Record Search	187
Primary	Visit Kansas	172
Primary	Trip Planner	135
Primary	Day Trips	126
Secondary	Agency & Association Listing	1108
Secondary	Business Entity Search	701
Secondary	Starting a Business	500
Secondary	Trip Planner	460
Secondary	Employee Service Center	416

Marketing

~Launched KanSite: the Content Management System on May 15th. KanSite is our new content management solution that will aid partners by hosting Web sites that the partners can easily build and maintain on their own. Kansas.gov currently has 559 potential partners we are promoting this new service to.

~Developed a 1-page overview flyer to promote KanSite using the existing services flyer template.

~Compiled packets for a mailing to potential KanSite partners in state agencies and associations. This mailing was distributed on May 21.

~In working with Duncan Friend and Jim Hollingsworth, Kansas.gov prepared and submitted the following award submissions featuring the Site Promotions Strategy:

- 2009 GovMarks Best of the Best Awards: This award will honor four successful government technology marketing programs: Best Department of Defense (DoD) Marketing Campaign, Best Federal Civilian Agency Marketing Campaign, Best State and Local Government Marketing Campaign, and Best Creative Campaign. In addition, an award for "Best of Show" will be recognized to the highest-scoring marketing program overall. <u>We have applied for the Best State and Local Government Marketing Campaign category featuring our Site Promotions Strategy</u>. Individuals or teams recognized as innovators in government IT marketing will be honored at an awards reception at 2941 Restaurant, Falls Church, Virginia on July 28, 2009, and recognized in a press release.

~Leveraged the Kansas.gov social networking placements (Twitter, BlogSpot & FaceBook) to promote the fifth season of Kansas Health Watch on KPTS. The first episode "The Policy of Health" was an in-depth examination of state health reform and the vital role it plays in the future of Kansas' health.

~Launched the following ITIMG projects:

- 2009 Identity Management Seminar Invite
- 2009 Identify Management Seminar Registration Page
- PKI Web Site Modifications
- VeriSign Enrollment Page Modifications
- RA Portal Modifications

~Utilized the existing District Court Record Search flyer pdf for an 8 ½ x 11 ad placement in the Kansas Paralegal Association's (KPA) Annual Conference brochure. This placement is being provided to Kansas.gov for FREE due to our partnership with KPA.

~Kansas.gov reserved an exhibitor's booth and will attend the Kansas Paralegal Association's Annual Conference to be held in June 2009 in Topeka. The exhibitor's booth is also being provided to Kansas.gov for FREE due to our partnership with KPA.